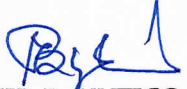



Republic of the Philippines  
**Department of Education**  
**REGIONAL OFFICE NO. VIII (EASTERN VISAYAS)**  
 Government Center, Candahug, Palo, Leyte  
**ISO 9001:2015 CERTIFIED**



**MEMORANDUM**  
 OM-2020-007

TO: Director III  
 Regional Functional Division Chiefs  
 All Others Concerned

FROM:   
**RAMIR B. UYTICO, Ed.D., CESO IV**  
 Director IV 

SUBJECT: **SUBMISSION OF ALL 2019 ACCOMPLISHED CUSTOMER SERVICE SATISFACTION SURVEY (CSSS) FORMS**

DATE: January 14, 2020

1. In preparation for the 2<sup>nd</sup> year ISO surveillance audit in July, this Office, through the Field Technical Assistance Division (FTAD) requests submission of all 2019 accomplished color-coded Customer Service Satisfaction Survey (CSSS) forms to FTAD Office on or before January 31, 2020.
2. RO Functional Division Chiefs should check the correctness and completeness as to the data required therein using the proper form before submission. The following are the required color-coded CSSS forms:
  - a. Yellow-CSSS for Walk-In Partner Agency Clients
  - b. Pink ---CSSS for Product Supplier's Services
  - c. Green--CSSS for Service Provider's such as, (trainings, workshops, seminars and conferences) – 1.) **Training Venues only**, 2.) **Catering Services only**, and 3.) **Training Venues with Catering Services**.
3. Attached thereto are the 2019 Purchase Orders per RO Functional Division for easy reference to expedite the submission of these required reports.
4. For information and strict compliance.





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### ACKNOWLEDGMENT RECEIPT

#### To Whom It May Concern:

This is to acknowledge receipt from the Field Technical Assistance Division (FTAD) a bunch (photo copy) of 2019 Purchase Orders per RO Functional Division.

Regional Functional Division	Name of Receiver	Signature	Date
1. Office of the Regional Director			
2. Administrative Division (Admin)			
3. Curriculum Learning Management Division (CLMD)			
4. Education Support Services Division (ESSD)			
5. Field Technical Assistance Division (FTAD)			
6. Finance Division (FD)			
7. Human Resource Management Division (HRDD)			
8. Policy Planning Research Division (PPRD)			
9. Quality Assurance Division (QAD)			
Unit/ Section(s)			
10. BAC			
11. DIT			



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